

Emergency Telephone Numbers

Storm Center617-635-3050
Police/Fire/Emergency Medical Service ..911
Mayor's 24-Hour Service617-635-4500
No Heat Complaints617-635-5322
Poison Center617-232-2120

SENIORS! Don't get blown away by Cold Man Winter...for emergency assistance with heating repairs, call 617-635-0338.

Utility Companies

NStar Electric1(800) 592-2000
Keyspan Energy Delivery ...1(800) 532-9600
NStar Gas1(800) 572-9300
Boston Water & Sewer617-989-7000
Verizon617-555-1611
Massachusetts Water
Resources Authority617-242-6000

Others

Animal Control617-635-5348
Boston Medical Center617-638-8000
City of Boston Tow Lot617-635-3900
Code Enforcement Police617-635-4896
Elderly Commission617-635-4366
Logan Airport1(800) 23-LOGAN
MBTA617-222-3200
MDC617-727-5114
Smart Traveler
(Road and Traffic conditions) ..617-374-1234
State Police617-740-7600
Local Weather Service617-936-1234
National Weather Service508-828-2672



Basic City Services
Boston City Hall, Room 811
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STORM GUIDE WINTER 2002-2003

*A Guide to Snow Plowing,
Parking, & Much More*



*This brochure contains important information
for winter storm, parking regulations
and household heating.*

Thomas M. Menino, Mayor
Michael J. Galvin, Chief of Basic City Services
Joseph F. Casazza, Commissioner, Boston Public Works



Storm Center



The Storm Center will be open during major snowstorms, hurricanes, floods or natural disasters to provide information and service to Boston residents for all storm-related problems, including plow requests, downed trees, and power outages. The Storm Center is staffed by a knowledgeable team of City departments and utility representatives, including: Public Works, Transportation, Inspectional Services, Parks and Recreation, the Mayor's 24-Hour Service, Police, Fire, Emergency Medical Service, NStar, Boston Water & Sewer, and the MBTA.



Storm Safety Tips

- * Avoid driving during a severe winter storm.
- * Shovel sidewalks abutting your residence and business. Sidewalks should be passable within three hours after a snowstorm.
- * Don't shovel snow into the roadway. While shoveling out cars, pile snow behind or in front of the vehicle, or at the edge of the sidewalk.
- * Avoid shoveling if you are elderly or have a heart condition.
- * Shovel out fire hydrants, catch basins, ramps, and curbs on your street.
- * Check on elderly or handicapped neighbors.

For news about school delays and cancellations, tune in to your radio or TV.

Visit www.cityofboston.gov/consumeraffairs for more info on the Mayor's heating enforcement strategy, and for some money-saving conservation tips.



Parking Regulations

Reminder...Tune in to the radio or television before and during a storm to determine if a snow emergency is declared in Boston.

PARKING REGULATIONS ARE STRICTLY ENFORCED DURING SNOW EMERGENCIES. VIOLATORS ARE SUBJECT TO TICKETING AND TOWING.

- * Don't park within 20 feet of an intersection, or further than one foot from the curb.
- * During a snow emergency, don't park on streets with signs declaring it an "Emergency Snow Artery".
- * For winter 2002-2003, on secondary roads park only on the even side of the street, unless otherwise posted.
- * Disabled cars blocking the roadway must be removed as soon as possible.
- * Cars parked in driveways must not extend to the sidewalk or street.



Parking and Traveling Tips

- * During declared snow emergencies, discounted parking is available at several parking lots and garages to cars that display Boston resident parking stickers. Watch your local papers for details or call the Storm Center at 617-635-3050.
- * Resident parking stickers must be visible within 24 hours after the end of a snowstorm.
- * Take extra precaution near school bus stops where children may be waiting without parental supervision.
- * Treat non-working traffic lights as stop signs and proceed cautiously at intersections.



Household Hints

- * In case of a power outage, stock up on batteries, flashlights, and canned goods. Keep refrigerators closed as much as possible, and keep refrigerator temperature at 45° or below. Food will stay fresh between 36-48 hours in a full fridge; 24 hours in a half-filled one.
- * To avoid carbon monoxide poisoning in your home, have your furnace and chimney cleaned and inspected yearly by a professional, regardless of the fuel source.
- * When a storm is predicted, check your oil tank to ensure that you have enough oil to get through the storm.
- * Keep a battery-operated radio, extra medicine, blankets, and bottled water on hand.
- * If power is lost, unplug all appliances except one lamp to prevent damage caused by a power surge.
- * To avoid carbon monoxide poisoning in your car, make sure you have proper ventilation and that the exhaust pipe is free of debris.



Stay Warm!

Take advantage of available resources to help keep your home heated this winter. Remember:

- * If you are a tenant, and the heat isn't working, or doesn't heat to 68° (day) or 64° (night), call the City of Boston Inspectional Services Department at 617-635-5322.
- * The City also has a 24-hour "No Heat" response team at 617-635-4500.
- * If you have a complaint about your oil dealer's service, call the Mayor's Office of Consumer Affairs and Licensing at 617-635-3834.
- * If you want to apply for financial assistance with heating bills, call ABCD at 617-357-6012.